

CLAIMS

What is claimed is:

- 5 1. A method for managing voice browsing while a call is on hold comprising:

receiving a call from a particular caller at an on hold system;

10 responsive to a selection of a help subject by said particular caller, prompting said particular caller with a menu of browsable help information specified for said help subject; and

15 responsive to a selection from among said menu of browsable help information, translating a web script for said selection from among said menu of browsable help information into audio output to said particular caller.

- 20 2. The method for managing voice browsing according to claim 1, further comprising:

25 prompting said particular caller to select said help subject from among a plurality of help subjects;

placing said call in a particular hold queue from among a plurality of hold queues, where said particular hold queue is related to said help subject.

- 30 3. The method for managing voice browsing according to claim 1,

further comprising:

prompting said particular caller when said call is next
in line to be answered by a representative;

responsive to said particular caller indicating a
5 readiness to move to said representative, transferring said
call to a PBX system for distribution to said
representative; and

responsive to said particular caller not indicating a
10 readiness to move to said representative, removing said call
from a hold queue.

4. The method for managing voice browsing according to claim
1, further comprising:

transferring a request to a help server via a network for
said web script associated with said selection from among
said menu of browsable help information.

5. The method for managing voice browsing according to claim
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wherein translating said web script further comprises:

translating a voice XML script comprising selected help
25 information into audio output to said particular caller.

6. The method for managing voice browsing according to claim 1, wherein translating said web script further comprises:

transcoding said web script into voice XML script; and

translating said voice XML script into audio output to said particular caller.

7. The method for managing voice browsing according to claim 1, wherein said web script is received from a help server in a first format controllable by a voice browser, wherein said help server is enabled to transfer said web script in a second format controllable by a web browser at a computer system.

8. A system for managing voice browsing while a call is on hold comprising:

an on hold system for holding a call from a particular caller;

means responsive to a selection of a help subject by said particular caller, for prompting said particular caller with a menu of browsable help information specified for said help subject; and

means responsive to a selection from among said menu of browsable help information, for translating a web script for said selection from among said menu of browsable help information into audio output to said particular caller.

9. The system for managing voice browsing according to claim 8, further comprising:

means for prompting said particular caller to select said help subject from among a plurality of help subjects;

means for placing said call in a particular hold queue from among a plurality of hold queues, where said particular hold queue is related to said help subject.

10. The system for managing voice browsing according to claim 8,

10 further comprising:

means for prompting said particular caller when said call is next in line to be answered by a representative;

15 means responsive to said particular caller indicating a readiness to move to said representative, for transferring said call to a PBX system for distribution to said representative; and

20 means responsive to said particular caller not indicating a readiness to move to said representative, for removing said call from a hold queue.

11. The system for managing voice browsing according to claim 8, further comprising:

5 means for transferring a request to a help server via a network for said web script associated with said selection from among said menu of browsable help information.

12. The system for managing voice browsing according to claim 8,

10 wherein said means for translating said web script further comprises:

15 means for translating a voice XML script comprising selected help information into audio output to said particular caller.

13. The system for managing voice browsing according to claim 8, wherein said means for translating said web script further comprises:

20 means for transcoding said web script into voice XML script; and

25 means for translating said voice XML script into audio output to said particular caller.

14. The system for managing voice browsing according to claim 8, wherein said web script is received from a help server in a first format controllable by a voice browser, wherein said help server is also enabled to transfer said web script in a second format controllable by a web browser at a computer system.
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15. A computer program product for managing voice browsing while a call is on hold, said computer program product comprising:

5 a recording medium;

means, recorded on said recording medium, for managing a call from a particular caller on hold;

10 means, recorded on said recording medium, for prompting said particular caller with a menu of browsable help information specified for a help subject select by said particular caller; and

15 means, recorded on said recording medium, for translating a web script for a selection by said particular caller from among said menu of browsable help information into audio output to said particular caller.

20 16. The computer program product for managing voice browsing according to claim 15, further comprising:

25 means, recorded on said recording medium, for prompting said particular caller to select said help subject from among a plurality of help subjects;

30 means, recorded on said recording medium, for placing said call in a particular hold queue from among a plurality of hold queues, where said particular hold queue is related to said help subject.

17. The computer program product for managing voice browsing according to claim 15, further comprising:

means, recorded on said recording medium, for enabling transfer of a request to a help server via a network for said web script associated with said selection from among said menu of browsable help information.

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18. The computer program product for managing voice browsing according to claim 15, wherein said means for translating said web script further comprises:

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means, recorded on said recording medium, for translating a voice XML script comprising selected help information into audio output to said particular caller.

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19. The computer program product for managing voice browsing according to claim 15, wherein said means for translating said web script further comprises:

means, recorded on said recording medium, for transcoding said web script into voice XML script; and

means, recorded on said recording medium, for translating said voice XML script into audio output to said caller.

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20. A method for managing general voice browsing for a call on hold comprising:

receiving a call from a particular caller at an on hold system;

responsive to receiving a web page selection from said particular caller via a telephony device, requesting said web page selection from a server system via a network; and

responsive to receiving a web script for said web page selection, translating said web script into audio output to said caller.

21. The method for managing general voice browsing according to claim 8, further comprising:

receiving a voice XML script for said web page selection; and

translating said web script through a voice browser into said audio output.